1. Individuals that are IDN but resides in a CLA or CRS are excluded from EVV?
    Yes

2. What do we do if we are missing staff on our sandata system or if we want to remove staff from the system?
    The Provider's is tasked with entering their staff into the EVV system. They also can modify employee data. For tutorials specific to a task check out Connecticut DDS Provider Training Channel on the DDS website.

3. Are senior supports excluded from EVV if people live in CLA or CRS?
    Yes

4. I reached out to DDS regarding authorizations not in the Sandata system. DDS referred us back to Sandata. Cannot get through being on long holds for Sandata. Are agencies finding more success through IT help tickets?
    DDS recommends emailing Sandata directly as this process also creates a help desk ticket
    ctcustomercare@sandata.com

5. How is compliance/accuracy measured for those who receive both in-person and virtual supports for the same service? Assuming EVV is not required for virtual services?
    Visit accuracy will be measured using EVV visit data only.

6. Individuals that have been switched to IDC still appear on the Sandata system. Should we go through Sandata or DDS EVV?
    DDS is working to deactivate IDC authorizations erroneously sent to Sandata.

7. We have an individual receiving personal supports which starts with a pick up from Day program. Is EVV required since it starts in the community rather than in the family home?
    Personal Supports is an EVV service if the individual lives in a family home, their own home or a community companion home. It does not matter where the service starts from as EVV is required for this service.

8. If we service someone in IHS, do we automatically also have the IDN services documented in EVV even though we do not enter the home?
    DDS has determined EVV is required for IDN. You may consider contacting case management and exploring IDC which is Individual Day Community only. Note that the service delivery is required to be strictly in the community.

9. When clocking in / out...when asked to enter client I.d it then says invalid number.
    You can review the SMC app tutorials on the Connecticut DDS Provider Training Channel on the DDS website. If issue persists, please contact Sandata Customer Care.

10. Should we be seeing ALL clients, or just the ones we identified as serving at home? I currently see ALL individuals, and there are only 1 or 2 we have home involvement for. I thought individuals were supposed to be changed to IDC? Who would remove them from the list?
    You should only have individuals who require EVV in your account. There were files sent in error and DDS is working to deactivate these files for providers. You should have received your IDC authorizations by now. If you haven't, please contact Resource Management.

11. What kind of efforts are being made to request a delay on this implementation date. Covid, the late roll out as well as barriers to training are significant issues.
    DDS understands what incredibly difficult lift EVV is in the middle of the COVID pandemic. EVV implementation however, is a mandate that is prescribed in federal law. There are no opportunities for delaying or requesting an extension at this time.

12. There has been some concerns shared regarding entering and employees 5 digit SS#. Page 52 of the San Data manual notes that there is and option to use an alternate id and we would like to know if we can you use an employee 5 digit number as an option
DDS and DSS made the decision to use the last five digits of the employee's social security number. There are multiple reports and analytics that use the data point of caregiver's last 5 social security numbers to aggregate unique caregiver activities across agencies within the program.

13. The video training for how to call in and out does not match the written instructions. Was there a revision made to the written? OR can the video be revised to match the written so that it helps with training.
There is a slight difference that eliminates a step improving efficiency of the call. When a telephone number is recognized, the prompt will skip the Client ID.

14. When is the instructor led training going to be made available to us on the DDS EVV website?
The video of training should be available in the Sandata LMS sometime during the week of December 14, 2020. Currently there are a series of mini videos to assist you located in the Connecticut DDS Provider Training Channel on the DDS website.

15. When using the mobile app after entering password it then says invalid credentials how would you bypass this in order to use the mobile app
You cannot bypass an error. You can review the SMC app tutorials on the Connecticut DDS Provider Training Channel on the DDS website. If issue persists, please contact Sandata Customer Care.

16. I received direction from Sandata regarding Social Security numbers and was told I would not be able to add employees without adding the full social. When entered said option 1234, and last 5 digits it repeated and ERROR message.
There is a known error that occurs when data is missing from the client record including the social security number. It is likely the error was related to a different field that was missing data. Sandata is working to improve the error messaging to eliminate confusion. If you continue to experience errors, you need to contact Sandata Customer Care.

17. Can you clarify for agencies who decided to Crossover/Overlap - are we only using the Santrax system and NOT the Sandata EVV system (showing on the welcome kit) OR are we required to switch back and forth between both systems? When I call the Sandata help line they were not clear on this.
It is difficult to advise without knowing who the provider is. Providers were given an opportunity to declare whether they would stay in the DSS system or use both DSS and DDS. Providers who didn't submit a declaration were automatically assigned to use both systems.

18. We were told IDV is not an EVV service
IDV and IDN are both identified EVV services. DDS created a new ID service to account for Individualized Day Services conducted **solely** in the community. This is Individualized Day Community (IDC). A change of authorization is required and the Case Manager needs to be contacted to initiate a change.

19. Is the case manager notified by the system that the service authorization ended?
The EVV system doesn't create authorizations. DDS is using the current authorizations in our systems.

20. If IDV would not normally be completed in the house but is due to Covid is it still EVV eligible
If you are addressing an individual who lives in a CLA or CRS, they are exempt from EVV. If the individual lives in their own home or family home you would look at the service. IDV is an identified EVV service. DDS created a new ID service to account for Individualized Day Services conducted **solely** in the community call Individualized Day Community (IDC). A change of authorization is required, and the Case Manager needs to be contacted to initiate a change.

21. We have individuals who receive both IDV and IDN. When switched to IDC in WebResday, they now only appear once in the IDC program. How do we differentiate which units were to be billed as IDN and which were IDV?
IDC isn't captured in EVV.   Luckily providers identified this issue relatively quickly and notified the regions and Op Center so we made adjustments recently. New alpha types were added – IDG = IDC-GSE , IDD = IDC-DSO to respond to this issue. New RDID's were created and placements were corrected based on the declaration data we received (IDV moving to IDC-GSE were changed to the IDG alpha type, etc). Providers will now enter separate attendance data if they are issued dual IDC auths for the same individual.

22. Several CLA individuals have been transitioned to Senior Supports due to not being able to return to Day Programs. Will Senior Supports be included in EVV?
Individuals who live in CLA and CRS's are exempt from EVV.

23. Are DSO and GSE programs considered to be under the EVV service?
No, DSO and GSE are facility based.

24. When discussion first started about EVV I remember being told it was just going to capture the start time and end time for a particular service, i.e. I.H.S, and not used to capture the task done during the shift. We could use our current systems to complete this documentation, i.e. Therap. However, it is looking like the task will also need to be captured? i.e. hygiene, shopping, etc.?
The use of tasks is optional.

25. If an individual has currently transferred day funding to their residential program due to COVID-19 will billing be entered under EVV?
This would depend on the individual's residential placement. CLA and CRS are exempt from EVV. People who live in their own home or family home and receive IDN, IDV or Senior Supports will require EVV.

26. When you said that clients are not required to accept the visit, did you mean that they do not have to provide a signature or a voice recording? Correct.

27. Who is responsible for adding individuals to Sandata as new authorizations come in? DDS or the provider?
DDS sends updated authorization information to Sandata daily from our systems.

28. Can staff view a list of visits in the mobile app to be able to ensure they enter the same start/end times in our EHR system? No

29. If a staff is used to fill in for a regular staff and is not registered in EVV yet, can they still record a visit in the mobile app?
No, an employee needs to be set up in your system and credentialed to use the app with your agency ID.

30. we are already using the EVV system for our DSS programs do we have to get another welcome kit from DDS to get our DDS pin? We already add schedules in the system for appointments for DSS service. Will we have to add the same appointments for DDS services?
Overlap Providers do not receive a welcome kit. Your DDS PIN is located on your provider profile on the DDS website. Schedules are not required for DDS program.

31. if individuals live in a CLA or CRS but receive EVV services separately such as IDV or IDN, are they still excluded from EVV?
Yes

32. So IDV or IDN that is strictly or mostly community based should be switched to IDC?
IDV or IDN that is strictly in the community should be switched to IDC. This switch requires case management involvement to change service.

33. We are seeing clients added to our system but we are getting warnings saying "no birth date" and "no diagnosis added." Is this something that DDS will be adding into the system for each client? The birthdate is grayed out and not able to be added by our administrators?
These are not required fields. DDS is looking into how to address this so providers in the system do not receive the warning prompts.

34. We are having an issue where management staff need access to EVV mobile app and webpage aggregator/account for data review. However, we were told by one Customer Service rep that you need two different emails for same person but another customer service rep was able to set up one manager with same email. Is there a way to find out how to set up managers with one email for both accounts? They can only enter one and the other account will say "incorrect credentials".
If you are talking about DDS account and DSS account. The same email can be used, you will need to enter different account numbers.

35. For staff to begin a shift with a client without using schedules, will staff need to type in the Medicaid number to search for the client for every single shift or will their SMC app recognize the individuals they work with after time?
The first visit is started with the individual's client id, in subsequent visits staff will be able to see and select the individual.

36. What if the service is in community entirely but at Hospital for Special care?
EVV is not required for people who reside in a Skilled Nursing Facility.

37. What is the company id when using the Sandata Mobile Connect App? the STX number is not working.
Please contact Sandata Customer Care.

38. Are administrator allowed to add addresses to a clients page? Shifts starting elsewhere other than the home but then ending at home? Clients with multi-home families? Is this something we can add ourselves or does it have to go through DDS?
Administrators cannot change the main demographic information sent by DDS. Administrators can add additional address and phone numbers in the community where service may start or end. Check out the Connecticut DDS Provider Training Channel on the DDS website.

39. Often times, we pick people up from work... is there a way to address what happens then?
See #38

40. What happens if January 1 comes and the mass updates are not accurate?
We believe you are referring to the CLA and CRS people in the system. Nothing will happen. The information will sit there until deactivated. You still wont be required to collect data for people in CLA/CRS.

41. If we do not submit data for those individuals that are incorrectly in Sandata will that impact our 100%/ 90% compliance/proficiency data?
Only identified EVV service data will be used to compile accuracy percentages.

42. How do individuals get input into the system initially?
DDS sends individuals information from DDS data system.

43. When staff log in to Sandata and start a visit, they have to log out then log back in to end the visit. Is this designed to only work that way or a glitch?
This is not a glitch it is a security measure. The system is working as designed.

44. Staff have expressed concern about privacy and allowing access to location services on their personal phones
GPS is captured at start and end of visit. The app does not track the location of the phone throughout the visit or after the visit. This is a federal requirement of EVV.